

**FSA Modernization Partner Program
Monthly Management Services Summary
For the Month of April 2002**

May 10, 2002

81.1.3e - PROGRAM MANAGEMENT SERVICES SUMMARY



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I. INTRODUCTION

This report covers the month of April 2002 and includes the following:

- Information on overall project completions/implementations for this reporting period.
- Major milestones achieved during the month.
- Program level risks and issues.
- Monthly scorecards.
- Significantly late deliverables.

This report format is the result of a collaborative effort between FSA and Modernization Partner executives to improve the information provided to FSA Executives. We will continue to refine these monthly summaries to improve their usefulness and value. Please provide any suggestions regarding these reports to the FSA Modernization Partner Program Manager (eric.l.stackman@accenture.com or 202-962-0624).



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II. PROJECT COMPLETIONS/ IMPLEMENTATIONS FOR THIS REPORTING PERIOD

This section reports on the completion or implementation of Modernization Partner projects.

CIO

- Student and Financial Partners Portal Release 1 went live in production on April 30, 2002.
- The Application Management Operations and ITA teams completed work to perform complex enhancements to the IFAP and Schools Portal Autonomy software. These enhancements allow increased search options, additional searchable content, and re-designed search help. These enhancements were migrated to production and available to the public on April 15, 2002.
- The Innovations Support for E-Signature team completed the development of FSA guidance and supporting material for an electronic Perkins note that can be used by Schools. The guidance leverages the E-Signature standards published earlier by FSA. To facilitate the development of electronic Perkins processes at Schools, the Modernization Partner developed electronic versions of the four Perkins notes that can be utilized by Schools. FSA and the Modernization Partner worked closely with Penn State's financial aid office, which is piloting the process. Other key participants during the effort included the Coalition of Higher Education Assistance Organization (COHEAO), a partnership of industry organizations, FSA's Office of Innovations, Policy Development and Office of General Counsel. This guidance is going to be available to all schools via IFAP.
- The Innovations Support for E-Signature team completed the development of a business case for an electronic Cohort Default Rate (eCDR) process. Sponsored by the Schools channel Default Management Group, the business case allows FSA to convert a completely paper process to an electronic process that is more efficient, less costly to operate and easy to use by the customer. The business case was approved by the DSG and IRB. Users will begin to see benefits with the system being available during 2003.

SCHOOLS

- COD went live in production on April 29, 2002 and successfully processed records.
 - Completed COD Release 1.0 User Acceptance Testing for Front End, Back End, Posting, Pnotes, Correspondence, FMS, DLSS, Web, Manual Procedures and Reports.
 - Completed Inter System Testing and Performance Testing for COD Release 1.0.
 - COD passed the Production Readiness Review on April 25, 2002 and was accepted as an official production system of the Department of Education.

WORKFORCE ALIGNMENT

- Learning Management Systems (LMS) went live on April 1, 2002, which helps to make training-related administrative tasks easier for customers at schools and universities. Since the go-live of LMS, over 800 users have registered for accounts and over 400 users have registered for classes.



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III. VALUE POINTS

This section reports value delivered above and beyond anticipated activities.

CIO

- The EAI team provided support to Common Origination and Disbursement (COD) for school testing, user acceptance testing and inter-system testing.

PROGRAM MANAGEMENT AND LEADERSHIP

- Participated in the Students Channel Offsite meeting from April 23-25, 2002.

STUDENTS

- Established a group of FSA Change Agents to help with the communication and implementation of Consistent Answers in their organizations.
- Assisted FSA at the Students Channel planning offsite at Wye River from April 23-25, 2002.

WORKFORCE ALIGNMENT

- Workforce Transition team worked with CFO to define an approach for identifying and discussing strategic priorities and how business areas can help



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IV. MAJOR PROJECT MILESTONES ACHIEVED

This section presents Modernization Partner's significant accomplishments on a Channel-by-Channel basis. These milestones may include the completion of a project phase or the acceptance of a major deliverable in line with the project's workplan.

CFO

- Completed the Production Readiness Review (PRR) for FMS Phase IV Release 4.2 (COD/FMS Interface) on April 26, 2002. PRR followed successful end-to-end testing between COD, FMS and GAPS.
- Successfully implemented FMS Phase IV Release 4.2 changes for Direct Loan Servicing.
- Completed testing of the FMS Direct Loan Servicing IF010 processing on schedule with no significant problems. We are still in an ongoing dialog with the Department on final approval of the accounting changes.
- Successfully completed the Credit Management Data Mart's (CMDM) first live batch for month end DLSS data feeds and repayment and delinquency reports.
- Successfully implemented the FARS Retirement-Web Based Ad hoc Query for the Credit Management Data Mart (CMDM). The FARS team set up bi-weekly CMDM production meetings for the operations team, power users and the CMDM FSA Production Manager.

CIO

- Delivered and accepted production-ready Portals for the Financial Partners and Students channel.
 - The ITA team coordinated and executed five performance test cycles for the FSA Portals application to ensure performance goals were met.
 - Provided troubleshooting for the FSA Portals application prior to its launch on April 30, 2002. Helped to resolve issue for the Students Portal that would have otherwise prevented the successful launch of the application.
- Conducted the ITA - Reusable Common Services Workshop, which was well attended by FSA and Mod Partner personnel.
- The ITA team carried out Autonomy software upgrades and implemented search enhancement for the IFAP application to improve quality of search results.
- The EAI Team supported the COD initiative during testing in April, and the interfaces are operating smoothly.
- Developed the electronic Perkins Note guidelines and standard electronic Perkins templates as part of the service to the Schools channel customers, which is being piloted by the financial aid office at Penn State University.
- Completed the Single Sign-On initiative's evaluation of potential vendors. The vendors included both COTS products as well as managed service providers. The team examined the top 8 potential solutions from IBM, Netegrity, RSA, Waveset, Entrust, Yodlee, Aventail and NCS Pearson. The business case with a recommendation for initial deployment is currently being prepared.
- The Single Sign-On team has completed its process of alternatives analysis and is initiating the development of a business case for initial deployment.

FINANCIAL PARTNERS

- Completed System Requirements for the Definition Phase of the NSLDS Reengineering project.
- In response to requests from the community, the Lender Redesign team announced a new implementation date of October 1, 2002.



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PROGRAM MANAGEMENT AND LEADERSHIP

- Completed drafts of 19 Business Cases for FY03/04 FSA IT initiatives on April 26, 2002, which have been submitted to the Department of Education for review.

SCHOOLS

- Common Origination and Disbursement (COD) implemented Release 1.0 on April 29, 2002.
- The SAIG successfully incorporated the COD application onto the EAI Bus.
- The SAIG team created daily ad hoc reports to support the COD go-live date of April 29, 2002.
- Completed ServiceGuard Failover Testing for SAIG.
- Reached an agreement between Mod Partner and FSA on April 24, 2002, on the plan to finalize testing activities and transition eCB Release 2 software to the maintenance contractor, Indus. The plan includes an agreement on the number of SIR's to be fixed and unit tested by Beacon prior to transition to Indus. Upon completion of these software fixes, Mod Partner will transition the software to FSA/Indus for further maintenance and promotion to production. This transition is expected to occur in early May.
- Electronic Audited Financial Statements requirements were accepted and baselined by FSA on April 16, 2002.

STUDENTS

- Conducted a two-day overview of Consistent Answers for Gartner Consulting in support of the Fair & Reasonable Assessment.
- Completed a second phase of negotiations for Consistent Answers with FSA during the week of April 23, 2002.
- Developed a Consistent Answers Overview presentation for review at various executive meetings.
- Completed Release 3 and 4 requirements sessions for Consistent Answers.
- Launched the initial pilot of the Direct Loan eServicing - Electronic Customer Relationship Management system to 50 users at the Direct Loan Service Centers in Bakersfield, CA and Utica, NY on April 29, 2002.

WORKFORCE ALIGNMENT

- Updated LMS End User Guide to reflect the new release of Jamcracker.

V. RISKS AND ISSUES

This section reports the issues and risks that are currently causing or could potentially cause a very significant impact on the Modernization Partner Program's goals.

| Area | CFO Data Mart Operations |
|--|---|
| Description | Data feed to CFO Data Mart has been down since January 22, 2002, due to financial system changes on the Department side (Big ED). |
| Impact | The primary users of this data mart (CFO) have since identified alternative sources to obtain the data they need on a monthly basis, even though it is a slightly more manual process. The primary users are not anxious to get the CFO DM back up and running. |
| Assistance Requested from FSA | The Department is waiting on a cost estimate from PricewaterhouseCoopers to get the feed back up and running. A decision will be made by the Department and CFO to determine the viability of the CFO Data Mart. |
| Proposed Solution/Mitigation Strategy | Investigate possible alternative sources for obtaining data. Support changes to the CFO Data Mart as a result of the new EDCAPS, which went live January 22, 2002. |
| Progress/Resolution | Waiting on response from the Department and CFO regarding PWC estimate to re-assemble feed. Initial feedback is that CFO will recommend de-activating the data mart for cost/benefit reasons. |

| Area | NSLDS Reengineering |
|--|--|
| Description | Scope Increase – At the April 12 th meeting, the Management Council indicated its support for accelerating the outsourcing of enrollment / SSCR processing – work that is not within the current scope of the planned May 2003 release. |
| Impact | The scope increase will have a direct impact on both schedule and cost. |
| Assistance Requested from FSA | At the May 10 th Management Council meeting, discuss the implications of the scope increase – in particular, discuss approach for assessing the viability of outsourcing, additional FY02 and FY03 investment requirements, and key milestones |
| Proposed Solution/Mitigation Strategy | Pending approval by the Management Council and the availability of additional funding, a small team needs to be established to begin cost/benefit analysis for enrollment processing options: 1) continue using NSLDS; 2) outsource SSCR / enrollment processing to an enrollment servicer (e.g., Clearinghouse); and 3) reengineer the current enrollment processes |
| Progress/Resolution | This is a new issue. This topic will be address at the Management Council on May 24 th , rather than May 10 th , as previously planned. |



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| Area | Consistent Answers for Customers |
|---|---|
| Description | As we move to design and build the target customer service delivery model for FSA, we need to ensure that we validate the approach and overall business case with the operating partners, such that each understands its role in helping FSA and Modernization Partner achieve the target customer service delivery model. |
| Impact | Failure to reach this understanding with the operating partners will impede reaching a SIS agreement, delay the implementation of the target customer service delivery model, and delay the realization of the savings as outlined in the business case. |
| Assistance Requested from FSA | We continue to work with leaders in the Students and Schools Channel to ensure that we have the support of the Operating Partners as we proceed with the Consistent Answers project. |
| Proposed Solution/ Mitigation Strategy | External facilitators with prior experience with FSA and the Operating Partners have been engaged to help us work more effectively with the Operating Partners. |
| Progress/ Resolution | <ol style="list-style-type: none">1. Have added more resources on Consistent Answers Deal team to focus exclusively on confirming the business case with various Operating Partners.2. Continuing to successfully use C&G Consulting to help facilitate meetings between Operating Partners and Mod Partner.3. Held second negotiations session with FSA to confirm scope, transformation approach, and timeline for finalizing the SIS deal by early June. |



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VI. TASK ORDER STATUS REPORT SUMMARY

This section presents an extract of all “Red” assessed criteria. The extract is taken from the Bi-Weekly Task Order Status Reports. (See Appendix VII for the more information on the Bi-Weekly Task Order Status Reports.)

| Task Order | Assessment Criteria | Assessment | Comments |
|---|---------------------|------------|--|
| TO 73 – Lender Payment Process Redesign | Overall | Red | FSA announced to the lender community that the LaRS implementation date has been changed to October 2002. The project team is re-evaluating the project timeline to accommodate this change. |